



KEYS TO EFFECTIVE SYSTEMS CHANGE MANAGEMENT

ENVIRONMENT OF SYSTEMS CHANGES

- 24/7 Availability, Minimum IPL's
- Sys Progs must be able to make dynamic changes with tools such as:
 - SMP/E, ISPF, IEBCOPY...
- Management, systems support staff must be able to ensure systems are not affected with dynamic changes and that audit requirements are met.
- Effective systems change management must be able to track and manage all dynamic changes regardless of tools used.

CRITICAL RESOURCES AND CHANGE METHODS

- Types of changes that must be tracked/controlled:
 - APF, Linklist, LPA, Proclib, Parmlib...
- Systems change management must be able to manage changes via operator commands.

AVAILABILITY OF EXPERIENCED STAFF

- Aging & turnover of support staff
- Automating processes key for personnel changes
- Processes should track:
 - Every step, change and event, start to finish for any product or maintenance install

AUTOMATED CHANGE MANAGEMENT

- Most insititutions adhere to some form of “best practices”
 - ITIL, COBIT prescribe IT governance and management methodologies, not tools that ensure compliance
- Paper- based processes
 - Lack the system interfaces to ensure all requested changes are completed and no unauthorized changes are made.
 - Doesn't enforce compliance and security

AUTOMATED CHANGE MANAGEMENT

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- Effective systems change management software
 - Automatically prevents unauthorized changes
 - Tracks and backs up authorized changes
 - Provides for back-out of unsuccessful changes

INDEPENDENCE FROM SPECIFIC CHANGE TOOLS

- Change auth/controls must ensure rules are followed.
- Change management facility must be able to intercept changes regardless of tool used to make the change.

MANAGEMENT OF SYSTEMS COMMANDS

- Change Management systems must be able to intercept systems commands as well as the file change.
- Change approvers must be able to control both the content of the change and timing of change (system command).

COMPREHENSIVE CHANGE TRACKING

- Change tracking processes for the systems programming environment must be able to track every change regardless of how the change was made and tools used.
- Tracked resources must be backed up immediately each time it is changed.
- Must be able to restore to prior change level.

EASE OF USE

- Change management processes must minimize the demands on time of users charged with implementing changes.
- Automation of processes achieves maximum productivity.
- Change approvers must quickly determine what they are approving.
- Clean up while working (Reference Tracking)
- Additional use of change data